

DIVISION SCOPE OF SERVICE

Division: SAN ANTONIO
Classification: SERVICE COORDINATOR (ONE-EIGHTY)
Applicant Name:
<p>Service Coordinator (One-Eighty): The Service Coordinator (One-Eighty) must have equivalent qualifications, competence and function in the same role as employed individuals performing the same or similar services at the facility, as defined by facility job description.</p> <p>Definition of Care or Service: The Service Coordinator (One-Eighty) collaborates with hospital's case management and interdisciplinary healthcare team in an effort to meet facility resource management expectations and enhance patient outcomes. Utilizes professional knowledge, relationship skills and interdisciplinary collaboration to assess and intervene in admissions process and placement for post hospital care that is significant to patient/families and the healthcare team's management of illness. They will work on medical screening, interdisciplinary updates regarding plan of care and placement issues post medical treatment. This role will require individual consultation with each patient. Scope of service may include:</p> <ul style="list-style-type: none"> • Facilitates intake procedures for admission to the hospital • Schedules admissions • Obtains and manages all information related to patient payment source to facilitate admission, continued stay and discharge • Obtain necessary pre-certification/authorization for admission from payment source • Communicate necessary clinical information daily to payment source to obtain continued stay • Participate in obtaining and communicating clinical data for written or telephone appeals process • Discharge planning-arranging transfers for individuals, either home with services or to other hospitals or rehab facilities • Community outreach-referral and coordinating services for effective discharge and aftercare treatment • Conducts community education and awareness activities with physicians, pain centers, treatment facilities, major employers • Executes the Area Launch Plan/Area Development Plan and supports media campaigns • Distributes educational materials • Serves as a resource to patients, doctors, nurses, admitting, case management and all other hospital staff in support of One-Eighty • Demonstrates Clinical and Service excellence behaviors to include HCA Healthcare code of conduct core fundamentals in daily interactions with patients, families, co-workers and physicians
<p>Setting(s):</p> <ul style="list-style-type: none"> • Healthcare facilities including but not limited to hospitals or outpatient treatment facilities
<p>Supervision:</p> <ul style="list-style-type: none"> • Indirect supervision by: the CNO/COO of facility or Director of an appropriate department/service <p>Evaluator: CNO/COO or Director of an appropriate department/service</p> <p>Tier Level: 2</p> <p>eSAF Access Required: YES</p>

DIVISION SCOPE OF SERVICE

Qualifications:

- High School Diploma/GED or higher
- American Heart Association healthcare provider BLS certification.

Preferred Qualifications:

- Certified Counselors and Licensed Professions
- Bachelor's Degree or higher in Human Services, Psychology, Counseling, Substance Abuse, Criminal Justice, or Social Work.

NOTE: Where education may not be defined in qualifications area of the Scope, HCA Healthcare requires the highest level of education completed (not training or courses) confirmed on your background check.

State Requirements:

- N/A

Experience:

- N/A

Preferred Experience:

- Minimum of at least one (1) year of social service or nursing experience in medical field preferred.
- Prior experience with insurance management and/or substance abuse population preferred.

Competencies:

The Service Coordinator (One-Eighty) will demonstrate:

- Accurate patient information review and evaluation
 - Uses at least two ways to identify patients
 - Verifies that the requested services correlates with the patient's clinical history, presentation and physician order
 - accesses patient's medical record appropriately
- Job Specific Competencies:
 - Timely completion of discharge planning in accordance with hospital specific guidelines
 - Demonstrates ability to perform effective screening and intake, appropriately complete withdrawal/toxicity scales to confirm criteria for admission, manage all information related to patient payment source and necessary clinical information for continued hospital stay, and utilize available resources to immediately establish an aftercare plan specific to the patient's needs
 - Basic understanding of chemical dependency
 - Knowledge of all related computer applications
 - Understanding of social services and hospital procedures and policies
- Maintains a safe environment
- Strict compliance with patient confidentiality
- Infection Prevention
 - Practices consistent hand hygiene
 - Uses personal protective equipment (PPE) when required
 - Required immunizations per Division requirements
 - Complies with Isolation precautions
 - Maintains sterile field

References:

- N/A

Document Control:

- Content Update 5/3/2024



DIVISION SCOPE OF SERVICE

Your signature confirms you will be able to comply with the Qualifications and Competencies listed within this Scope of Service and that you will confirm education via your background check.

Applicant Printed Name: _____

Signature: _____

Date: _____